

# Terms of Service (Q-Levels)

Last updated: March 5, 2026

These Terms of Service ("Terms") govern your use of the Q-Levels website and services. By accessing or using the website, you agree to these Terms.

## 1. About Q-Levels

Q-Levels provides professional services in QA, consulting, audits, and related deliverables ("Services"). Specific scope, timelines, and pricing may be defined in individual proposals, statements of work, or written agreements.

## 2. Using the website

You agree not to:

- Use the site for unlawful purposes
- Attempt to disrupt or compromise the website (e.g., hacking, scraping, malware)
- Upload or send harmful content

We may suspend access if we reasonably believe the website is being misused.

## 3. Inquiries and service requests

Submitting a form or message does not create a binding contract. A contract is formed only when we confirm scope and terms in writing (email is sufficient) or you accept a proposal.

## 4. Payments (if applicable)

If Services are paid:

- Pricing, payment schedule, and currency will be described in the proposal/invoice.
- Late payments may pause delivery until the account is settled.
- If payments are processed via third-party providers, you also agree to their terms and privacy practices.

## 5. Deliverables and acceptance

Unless otherwise agreed in writing:

- We deliver work in the format and channel agreed with you (email, shared drive, etc.).
- You should review deliverables within a reasonable time and provide feedback.
- Minor revisions may be included if stated in the proposal; major scope changes require a new agreement.

## 6. Intellectual property

- We retain ownership of our internal methods, templates, know-how, tools, and reusable frameworks.
- You receive a license to use the final deliverables you paid for, for your internal business purposes, unless otherwise stated.
- If the project includes code or assets with open-source licenses, those licenses apply.

## 7. Confidentiality

If you share confidential information with us, we will treat it as confidential and use it only to provide Services, unless disclosure is required by law or you consent.

## 8. Disclaimers

- Information on the website is provided "as is" for general purposes and may not be complete or always up-to-date.
- Services may involve professional judgment and best practices, but we do not guarantee specific business outcomes (e.g., revenue, rankings, approvals).

## 9. Limitation of liability

To the maximum extent permitted by law:

- Q-Levels is not liable for indirect, incidental, special, or consequential damages.
- Our total liability related to Services is limited to the amount you paid for the relevant Services in the period defined by the agreement (or, if no agreement, the most recent invoice amount).

## 10. Third-party links

The website may contain links to third-party sites. We are not responsible for their content or privacy practices.

## 11. Termination

We may stop providing website access or Services if:

- You violate these Terms
  - Continued service becomes impractical due to legal or security reasons
- Paid work already completed remains payable.

## 12. Governing law

These Terms are governed by the laws applicable in Georgia, unless mandatory consumer protection laws of your country require otherwise.

## 13. Contact

For questions about these Terms:

Email: [kate.egorova.work@gmail.com](mailto:kate.egorova.work@gmail.com)